

colin james lewis

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www.colinjameslewis.com

skills

Project management
Product/UX design
Front-end development
IT Administration
Brand marketing
Client relations
Data analysis
Team leadership
Vendor management

<code>

HTML, CSS/Sass, JavaScript
ASP, PHP, Ruby, SQL, Git

software

Microsoft admin
Azure/Devops/Office/Teams
Visual Studio + SSMS
Adobe suite
Figma, Sketch, Balsamiq

certifications

PMP (in progress, ETOC June 2022)
Project Management Institute
UX Certified (2015)
Nielsen Norman Group

education

BA Linguistics, Spanish
University of Pittsburgh

languages

English native fluency
Spanish acquired fluency
Portuguese conversational

interests

Creative writing, gaming, cooking,
travel, stand-up comedy, calisthenics

Versatile product manager with 7+ years' experience in end-to-end product design, development, management, and support. Seeking mentorship and a growth opportunity on a new product team. Experienced team leader and individual contributor in product/UX design and front-end development, IT administration, vendor management, brand marketing, and client-facing project management. Passionate about using research and analytics to create highly usable products and processes that improve user experience and productivity.

experience

Expert Business Development www.expertbizdev.com 9+ years

Director, Product and Technology 2018 - Present

Managing product backlog for proprietary web app and leading an agile team of remote developers in its ongoing design, development, and support. Overseeing all IT systems, assets, and vendors to improve performance while moving critical on-premises infrastructure to the cloud. Expanding digital and print marketing materials to support growth initiatives.

- **Saved 40+ hours per week** through redevelopment of various user workflows and design of standardized QA review process for tele-agent call logs.
- **Reduced IT costs by \$20k+ annually** while improving network performance by migrating app from a private Rackspace rack server to Azure cloud hosting, as well as renegotiating ISP and VOIP vendor contracts.

Manager, Product Development 2015 - 2018

Designed and led development of new web app features to increase tele-agent productivity and data accuracy. Built a unified brand identity and style guide for all marketing content, including second iteration of responsive public website. Standardized client onboarding and project management processes.

- **Increased tele-agent outbound call rate by 30%** through UX redesign.
- **Decreased data entry time by 15%** while improving data accuracy through design of new data verification feature within app UI.

Associate, Marketing and Operations 2013 - 2015

Designed and developed company's first responsive website and html email campaign to drive traffic after site launch. Supported client project managers through report analysis and data manipulation in excel.

- **Improved weekly reporting process from 4+ hour manual compilation of over 400 pages down to a 15-minute automated run of less than 100 pages.**

Freelance 10+ years

Web Designer 2012 - Present

Designing, developing, and managing websites for freelance clients.

Expatico 1 year

Founder, Designer 2011 - 2012

Founder of a niche social network for study abroad students. Designed brand identity and UX wireframes while managing two developers through beta launch.

- **Selected to participate in the inaugural round of Start-up Chile incubator.**